



King County
Application Worker
PUBLIC HEALTH- SEATTLE & KING COUNTY
Eastgate Public Health Center
Hourly Rate Range \$15.77 - \$19.99
Job Announcement No: 3818
OPEN: 12/3/03 CLOSE: 12/24/03

WHO MAY APPLY: This career service position is open to all King County career service employees, executive branch regular exempt employees, and current probationary employees who achieved career service status in a previous position.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 1230, Seattle, WA 98104**. Applications materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Karen Veloria at (206) 296-9775 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form, data sheet](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: **14350 SE Eastgate Way, Bellevue, Washington.**

WORK SCHEDULE: This position is overtime eligible. It works a 40-hour workweek; Monday through Friday. Evenings may be required.

PRIMARY JOB FUNCTIONS INCLUDE: Incumbent in this position is responsible for assisting clients with Medicaid, Take Charge, Basic Health Plan and Healthy Options applications and enrollments. The Application Worker explains technical aspects of eligibility requirements to clients, co-workers and other program-related staff. They provide customer service that typically involves receiving and handling inquiries or complaints and responding to information requests from a variety of sources involving medical/technical professional. Utilizes the computer and Word, Excel, Access, Outlook, Veripoint and MedEase daily in the conduction of job duties. In addition, responsible as referral coordinator for the processing and tracking of specialty care referrals; making appointments and notifying clients; verifying insurance coverage and maintaining referral database.

- Screen clients and review applications/information for program eligibility with Medicaid, Medicare, Healthy Options, Basic Health Plan, Take Charge, and other commercial insurance.
- Review and monitor eligibility, determine reimbursement, assist clients in identifying specific plan coverage and provide information on plan requirements.
- Provide technical assistance and/or training to co-workers and internal and/or external clients with regard to enrollment and eligibility.
- Keep current on rules and procedures of Medicaid and Medicare eligibility, Healthy Options, Basic Health Plan, commercial carriers and other public services.
- Maintain relationship with DSHS local CSO's and other community agencies. Attend any related training that is made available. Attend monthly application worker meetings.
- Verifying client eligibility and enrollment status via a variety of on-line software sources.
- Evaluate and resolve problems related to insurance issues and advocate for the client. Educate clients on how to access community resources.

- Gather and process program data to track statistical service levels provided to any specific client population.
- Provide leadership to co-workers, monitor quality and work product. Act as coordinator liaison with management, co-workers, and patient billing specialist and other agencies
- May provide clerical support as needed.

QUALIFICATIONS:

- Computer skills including proficiency in a Windows environment, and the ability to use drop down menus, point and click software, multiple screens and the ability to enter data with at least 85% accuracy and a minimum of 40 WPM. **Applicants will be tested on these skills.**
- Ability to use word-processing and spreadsheet software to complete assigned tasks. **Applicants will be tested.**
- Ability to maintain confidentiality.
- Ability to communicate in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.)
- Must possess excellent oral and written communication skills.
- Skilled in using office machines such as fax machines, copiers, label maker, and printers.
- Ability to gain functional knowledge of medical terminology, ICD-9 coding, CPT coding and other managed care requirements.
- Skilled in working independently; working in a team setting; and using independent judgement.
- Skilled in handling difficult interpersonal interactions with discretion and diplomacy.
- Skilled in prioritizing and completing multiple tasks simultaneously.
- Ability to work with interpreters and clients for whom English is second language.
- Skilled in problem solving and troubleshooting.
- Must possess excellent organizational skills.
- Knowledge of Washington State Medicaid and Basic Health Plan rules and regulations as they apply to immigrants, low-income families and children.
- Knowledgeable about office procedures.
- Knowledgeable about community resources.
- Skilled in working with a diverse population.

DESIRABLE QUALIFICATIONS: Bilingual in English and Spanish

NECESSARY SPECIAL REQUIREMENTS:

- The selected candidate will be required to pass a thorough background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law

UNION MEMBERSHIP: Local 17, AFL-CIO

CLASS CODE: 8353 SEQUENCE NUMBER: 80-8353-1880